


Quality Management Plan for Sacramento District

Authorized by: Mark C. Charlton, Chief, Programs and Project Management Division (PPMD)

Author: Gary L. Mills

SUBMITTED BY:

DATE: 30 March



MICHAEL J. WALSH
COL, EM
Commanding

APPROVED BY:

DATE: _____

Changes to this document require the concurrence of the District Staff Chiefs and approval by the District Engineer, and shall only be made following the procedures described herein.

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1.0 PURPOSE

The purpose of this Quality Management Plan (QMP) is to provide general policies and principles to be followed by Sacramento District in the continuing endeavor to improve the level of quality delivered to our customers and to ourselves. Specific quality management policies and procedures for the five District staff elements of Engineering, Planning, Real Estate, Construction-Operations, and PPMD are found in Appendices A, B, C, D, and E and are not duplicated herein.

2.0 SCOPE

This QMP applies to the Sacramento District and shall be observed by every member and every organizational element of the District.

This QMP applies to all elements within the Sacramento District for military, civil works, hazardous/toxic/radioactive waste (HTRW), work for other DOD agencies (WFO), and support for other (SFO) projects.

3.0 REFERENCES

- a. CESPD Regulation 1110-1-8, Quality Management Plan
- b. [AR 5-1, Army Management Philosophy](#)
- c. [ER 5-1-11, Program and Project Management](#)
- d. [ER 1110-1-12, Quality Management](#)
- e. "Leadership for Total Army Quality" Concept Plan, OCSA, HQDA, (DACS-DMM)

4.0 DEFINITIONS

Customer - The owner, client, user, project manager (PM), beneficiary, or any entity or representative of an entity which (who) buys the services or product of a Sacramento District service or product through a contract. Customers are generally PM for other District offices, Construction-Operations Divisions, Contracting Divisions, Office of Counsel, Planning Division, installation project representatives, Support for Others site managers and local planners with SPD boundaries.

Project Management Business Process (PMBP) – An integration of many detailed processes that provides the boundaries of execution for all work with the District.

Project Management Plan (PMP) - The detailed, specific plan, used to manage and control the delivery of a project from its inception to completion. See [ER 5-1-11](#) for a full definition of Management Plans.

Project Manager - The PM is the leader of the project team comprised of Technical/Team Members and other members as appropriate. The PM has the responsibility for the development of the PMP, which will include the project QCP.

Process Action Teams (PAT) - "Process Action Teams are composed of those who are involved in the processes being investigated. The members of a PAT are often chosen by their respective managers on the Quality

Management Boards.” Reference manual titled “Leadership for Total Army Quality Concept Plan” (Appendix 1).

Quality - The word quality has two major meanings and is usually defined by the customer: (1) those product features which respond to customer needs, and (2) freedom from deficiencies. Reference definition in the manual titled “Leadership for Total Army Quality Concept Plan.”

5.0 POLICY

The policy of the Sacramento District is to utilize the PMBP and its associated Standard Operating Procedures to consistently provide high caliber management, engineering, design, planning, real estate, construction and operation services and products to meet our customers’ expectations on quality, schedule, and budget. The direction offered in this document will ensure that we achieve this goal. All quality management activities, such as quality assurance and quality control, shall be performed only when value to the customer is added to the overall product or service; however, some degree of quality management must be conducted on all products and services. Quality does not imply perfection; however, there must be no compromise of functional, health, or safety requirements. The project development team must have a clear understanding of how our customer defines success in order to have a reasonable chance of being successful on a project.

6.0 QUALITY MANAGEMENT

Customer Centered Leadership - Every action that is undertaken within the Sacramento District should be questioned as to how it will directly or indirectly affect the customer. All aspects are to be analyzed with respect to meeting budgets, schedules, functionality, and compliance with governing criteria. This form of customer centered leadership will be documented in the PMP and agreed upon by all parties, customer, technical staff (A-E or In-House), and management from all Divisions that have a role in the process.

Continuous Improvement - Individuals within Sacramento District will strive for continual improvement in every aspect of their work. This will be accomplished by the embrace of Total Army Quality (TAQ) philosophy. Process improvement can occur either through individual input or through involvement in Process Action Teams (PATs). Individual suggestions that can save the Government money can be formally submitted through the Suggestion Coordinator in the District’s Resource Management Office.

Empowerment - People should be given as much authority as is commensurate with their position and realm of responsibility. Supervisors are to encourage a proactive, team-spirited, work environment through actual work examples and formalized training in Team Concepts.

The responsibility for the coordination of planning, design and construction shall be the responsibility of the entire project team lead by a single project manager. Although the Quality Control Plan (QCP) will identify by name the specific team members and their primary functions, each member will play a vital role throughout the life of the project. The Project Manager will function as the Team Leader, however, in the absence of this individual any other Technical Team Member who is available, shall assist the customer or other Corps staff who may have a problem or a question. The PM is the primary contact with the Sacramento District’s customer and is responsible for delivery of products and ensuring that all commitments are met or exceeded.

6.1 Quality Management Plans for Divisions

Each of five District staff elements (PPMD, Engineering and Design, Planning, Real Estate, and Construction-Operations) shall prepare a QMP as an Appendix to the District QMP. These appendix QMP are to be in compliance with and supplement the regulations and documents referenced herein. All new Appendices and/or revisions will be subject to the approval of the District Engineer.

6.2 QCP/QAP Status Reporting

The District Engineer is responsible for briefing the status of QCP and Quality Assurance Plans (QAP) at quarterly Command Management Reviews (CMR). Chiefs of District staff elements shall update the status listing of QCPs and QAPs and provide this information to the SPD action office no later than five days prior to the scheduled CMR.

6.3 QC/QA Certification

Chiefs of District staff elements shall certify that the quality control (QC) and quality assurance (QA) process for each product or service has been completed and that all identified Independent Technical Review (ITR) technical issues have been resolved. The appropriate Technical Team Members shall resolve all ITR technical comments and file the signed QC or QA certificate (see CESP R 1110-1-8 for samples). Some specific products identified in CESP R 1110-1-8 require certification of the District Commander.

7.0 DISTRICT QMP PREPARATION, REVISION AND ADMINISTRATION

The District Engineer and respective Division Chiefs are responsible for ensuring that QMP are followed and maintained up to date for applicability.

To ensure that the requirements in this plan are met, PPM Division will review on a yearly basis, the District QMP with all appendices and discuss them with their respective staff for applicability and compliance.

Annual revisions will be initiated by a message from PPMD in the month of July to allow revisions to be completed prior to the end of the FY and prior to Command Assistance Visits (CAVs). Annual updates of the District QMP will be submitted to SPD for review and approval.

7.1 QMP Components and Content

All QMP shall carry the same basic components, as follows:

Purpose - define why the QMP is being created and to specify the objectives.

Scope - define the applicability of the document.

References - identify any other documents related to the activity described within the QMP.

Definitions - define words or actions that are not universally understood or that may have a specific interpretation in the QMP.

Policy - identify any policy guidance specific to the individual Division QMPs.

Quality Management - describe the activities involved. Identifies who does what, when, and where, and

may describe how and why the activity is carried out.

Corrective and Preventative Action - describe policy for instituting corrective and preventative actions for each program element.

Quality Tools - describe specific techniques for implementing quality control and quality assurance.

Records - describe the records created by the QMPs and who is responsible for their identification and maintenance.

If no information applies to a particular component, for example, if there are no References, Definitions, or Records, the word "None" will be inserted.

7.2 Document Control and Distribution

An electronic copy of approved QMPs and revisions shall be sent to each Division, attached to an e-mail.

The QMPs shall be posted on the Internet and linked to the Sacramento District Home Page by Engineering Division Engineering Technology and Specifications (ET&S) Section.

8.0 RECORDS

PPMD will establish and maintain files for QMPs. The files will contain the following:

- a. Original hard copy of the District QMP and each Division appendix and their revisions.
- b. Signed copy of transmittal memorandum.
- c. Hard copy of the master list of QMPs.